

Administrative Vendor - Performance Report April 2007

| Major Risk Medical Insurance Program Performance Standard | Contracted Level | Level Met | Data Descriptions |
|---|-----------------------------|------------------|---|
| Eligibility determination of complete applications within ten (10) calendar days after receipt, as long as enrollment cap is not in effect. | 100% | 100% | 512 out of 512 applications |
| Notification within 10 days of disenrollment at 36 consecutive months of enrollment in accordance with AB1401, if applicable. | 100% | 100% | 138 out of 138 disenrolled subscribers |
| MRMIP Members-Only Toll-free line (1-800-289-6574) Line busy rate. | 3.0% | 0% | 0 blocked out of 8,536 calls attempted* |
| MRMIP Members-Only Toll-free line (1-800-289-6574) Line abandon rate. | 3.0% | 1.5% | 125 abandoned calls out of 8,536 incoming calls* |
| MRMIP Members-Only Toll-free line (1-800-289-6574) Seconds to live voice. | 85.0% | 82% | 7,004 calls answered in 25 seconds out of 8,536 calls received* |

*Toll-free line performance standards are calculated using hourly rate averaged on a monthly basis, per contract requirement.